



### **Technical Requirements**

- **Access Webcast using Internet Explorer (please disable pop-up blocker)**
- **Program audio available through your computer OR**
- **To listen to audio via your phone:**
  - Step 1: Dial the conference access number: 866-551-3680 or 212-401-6760**
  - Step 2: Enter PIN code: 5626722#**
  - Step 3: You will be placed on hold until the event begins. Press 0\* at any time to speak to an operator.**

# **A Mind-Map Exercise to Trigger KPI Engagement**

**Stacey Barr**



# A Mind-Map Exercise to Trigger KPI Engagement

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Stacey Barr

# About Stacey...

Stacey Barr is a **teacher and mentor** for corporate planners, business analysts, corporate performance managers, and others who guide the development of meaningful, results-oriented performance measures that focus their organisation on executing strategy and achieving its purpose.

Since 1999, Stacey has been a freelance specialist in business performance measurement and she sees her primary role as giving this capability to others. She's the **creator of PuMP®** - a unique approach that gives people the detailed practical steps to develop performance measures. And she publishes a **free twice-monthly email newsletter, *Measure Up***, to share simple but powerful tips to make measurement more meaningful.

With her consulting programs, public workshops and how-to products, Stacey has helped many organisations develop meaningful performance measures more easily and with more buy-in than ever before. Her goal is to **help people build their performance measurement capability**, because it's one of the most critical and foundational systems any organisation has.

Stacey's clients know her for her **passion and practicality**. They include many federal and state government agencies, local government authorities, corporations, non-profit organisations and small to medium enterprises throughout Australia and New Zealand. She also has a growing customer base internationally.



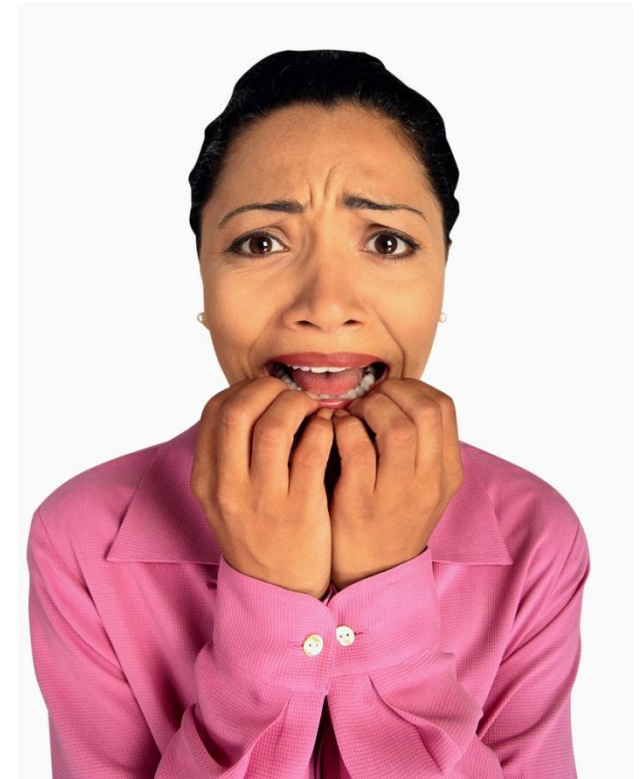
# Today:

- What the structure of the mind map is...
- The kinds of details that go on each branch of the mind map...
- How to introduce the activity to your colleagues, to build their curiosity and engagement quickly.
- How to debrief the activity with your colleagues, to start improving your performance measurement process.



# Some of the obstacles that prevent people from engaging in PM:

- Bad past experiences
- See it as hard and complex and ad hoc
- Don't know how to do it meaningfully
- Don't realise it can be done more meaningfully

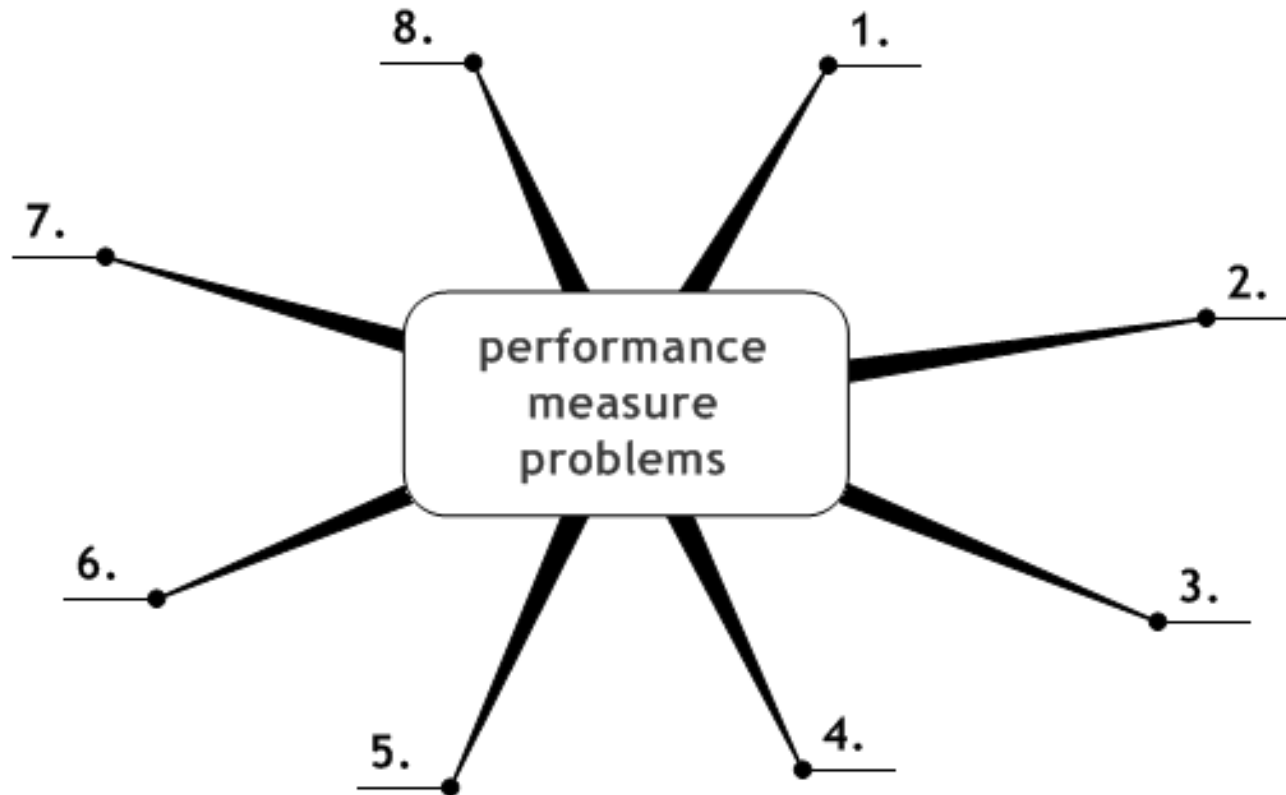


# Help them get it off their chests...

- If you want people to change how they feel about performance measurement, you have to start where THEY are, right now.
- Give them the space to express and understand where they are now, and then show them how to move forward...



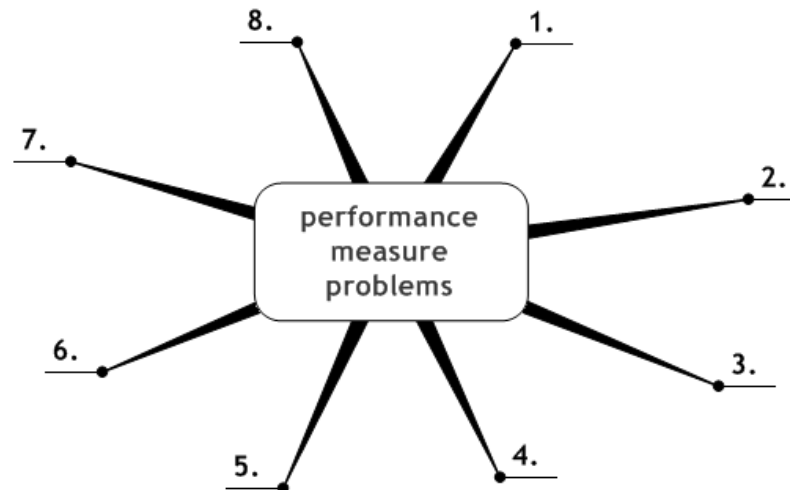
# Draw this in the centre of a blank sheet of paper:



stacey barr  

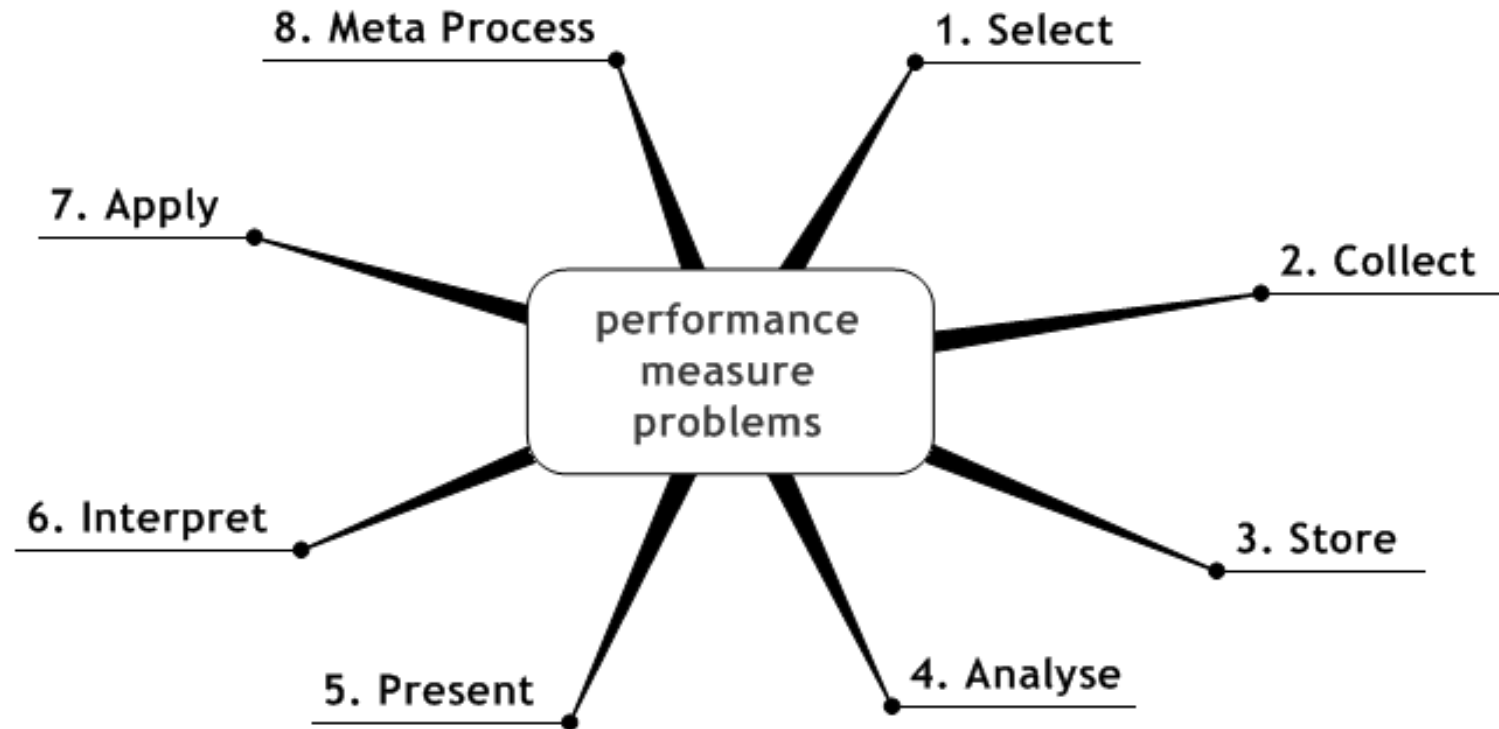

# Now, what are YOUR performance measurement problems?

- Submit them now, using the Q&A box on the webcast screen.
- I'll explain where to add them to your mind map...





# Here's what the branches are:



# PuMP® is a framework to understand and improve your performance measurement process

- 1 SELECT: choose & define what's worth measuring
- 2 COLLECT: gather data which has integrity
- 3 STORE: manage the data so it's quick and easy to access
- 4 ANALYSE: turn the data into information
- 5 PRESENT: effectively communicate the information
- 6 INTERPRET: translate the information into implication
- 7 APPLY: decide how implication will become action



# To improve your performance measures, improve your performance measurement process...

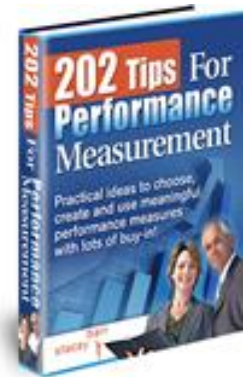
- Flowchart your as-is performance measurement process
- Use the PuMP® Mind Map exercise to identify where it's breaking down
- Flowchart a should-be performance measurement process
- Develop a plan to implement it



# Getting more...

## ✓ **e-book:** 202 Tips For Performance Measurement

- free registration at [www.staceybarr.com/202TipsBM.html](http://www.staceybarr.com/202TipsBM.html)
- you'll also receive *Measure Up*, twice monthly email newsletter to expand on PuMP and the steps in the performance measurement process



## ✓ **workshop:** The Performance Measure Blueprint

- how to design your performance measurement process and fix the most common problems
- read details at [www.staceybarr.com/performancemeasureblueprint.html](http://www.staceybarr.com/performancemeasureblueprint.html)



# Question & Answer Session





## FEEDBACK

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Interested in other presentations  
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**[www.StaceyBarr.com](http://www.StaceyBarr.com)**

**Or, e-mail us at:**

**[Concierge@BetterManagement.com](mailto:Concierge@BetterManagement.com)**



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